



Arnold A. Schwarzenegger– Governor
SunneWright McPeak, Secretary, Business, Transportation & Housing Agency

DEPARTMENT OF REAL ESTATE
Equal Opportunity Employer
Job Opportunity

PROGRAM TECHNICIAN II
Sacramento
Permanent - Full-time

The Department of Real Estate has several openings in its Licensing Information and Exams Section for a Program Technician II. The positions are located at 2201 Broadway in downtown Sacramento and are permanent, full-time.

Duties of the Information Section Positions include:

- Respond to telephone inquiries from licensees, state, federal and local government agencies and the general public regarding licensing status of individuals and corporations.
- Reschedule exam applicants; provide assistance to callers using the elicensing system.
- Process written request and fees for license certifications; process license histories; prepare license status lookups.
- Mail out licensing forms; sort and distribute free mail.

Duties of the Exams Position include:

- Analyze DOJ/FBI fingerprints clearance, delay and reject data on the EIS system, and manual responses including rap sheets.
- Compose and send correspondence, research fingerprint progress for managers and supervisors.
- Answer phone inquiries regarding broker and salesperson license application status.
- Analyze original broker and salesperson license applications for pertinent information and proper fees.
- Review documentation such as passports, birth certificates, etc. to satisfy proof of legal presence.
- Create/modify original license records using the on-line computer system.
- Review fictitious business name statements; compose and send correspondence, review college transcripts.

Required qualifications:

- Excellent technical and analytical skills.
- Ability to communicate effectively, both orally and in writing.
- Excellent interpersonal skills.
- Patience and tact in dealing with the public, staff members and others.
- Knowledge of and ability to interpret and apply Real Estate Licensing laws, rules, regulations, policies and procedures.
- Dependability and excellent attendance.
- Ability to interpret and apply laws rules regulations, policies and procedures.
- Ability to function independently or as part of a team.
- Ability to work well under pressure and within mandated timeframes.
- **Ability to successfully demonstrate keyboarding skills. A keyboarding skills test will be given, however, if you have a current typing certificate (40 WPM or greater), you will not have to take the keyboarding skills test. Attach a copy of your typing certificate to your application.**

Desirable Qualifications

- Dependability and excellent attendance.
- On-line inquiry computer experience.
- Personal computer experience using Word or an equivalent application.
- Ability to lift up to 50 lbs. as required.

Salary: \$2465 - \$2998

Who may apply:

Current State employees at the Program Technician II level, and those who are transferable to the class. DRE individuals currently competing in the promotional Program Technician II exam may also apply. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA/Surplus information on your state application.**

Submit Applications to:

Linda Luna, Personnel Services
Department of Real Estate
2201 Broadway, P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0797 or CALNET 498-0797

For information on the Information Section positions contact:

Marilyn Francis, SPT II
(916) 227-0930 or CalNet 8-498-0917

For information on the Exams Section positions contact:

Carmen Jolly, SPT II
(916) 227-0948 or CalNet 8-498-0948

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

FINAL FILING DATE: OCTOBER 8, 2004

Applicants will be screened based on the Necessary/Desirable Qualifications shown above and only those most qualified will be contacted for an interview.

Applications may be obtained from the State Personnel Board website at <http://www.spb.ca.gov>

Applications, whether filed in person or by mail, must be received in the Personnel Office no later than 5:00 p.m. on the above final file date.